

**Yee &  
Associates, P.C.**

4100 Alpha Road  
Suite 1100  
Dallas, Texas 75244

**RECEIVED**  
**CENTRAL FAX CENTER**  
**JUN 16 2005**

Main No. (972) 385-8777  
Facsimile (972) 385-7766

## Facsimile Cover Sheet

To: Commissioner for Patents for Examiner Richard Sukyoon Woo Group Art Unit 3639	Facsimile No.: 703/872-9306
From: Lourdes Perez Legal Assistant to Wing Yan Mok	No. of Pages Including Cover Sheet: 20
Message:  Enclosed herewith: <ul style="list-style-type: none"><li>• Transmittal Document; and</li><li>• Response to Office Action.</li></ul>	
Re: Docket No: YOR920010031US1	Serial No. 09/832,438
Date: Thursday, June 16, 2005	
<b>Please contact us at (972) 385-8777 if you do not receive all pages indicated above or experience any difficulty in receiving this facsimile.</b>	<i>This Facsimile is intended only for the use of the addressee and, if the addressee is a client or their agent, contains privileged and confidential information. If you are not the intended recipient of this facsimile, you have received this facsimile inadvertently and in error. Any review, dissemination, distribution, or copying is strictly prohibited. If you received this facsimile in error, please notify us by telephone and return the facsimile to us immediately.</i>

**PLEASE CONFIRM RECEIPT OF THIS TRANSMISSION  
BY FAXING A CONFIRMATION TO 972-385-7766.**

JUN 16 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Liu et al.

Serial No.: 09/832,438

Filed: April 10, 2001

For: Apparatus and Methods for  
Maximizing Service-Level-Agreement  
Profits

35526

PATENT TRADEMARK OFFICE  
CUSTOMER NUMBER

§ Group Art Unit: 3639  
§  
§ Examiner: Woo, Richard Sukyoon  
§  
§ Attorney Docket No.: YOR920010031US1  
§

Certificate of Transmission Under 37 C.F.R. § 1.8(a)

I hereby certify this correspondence is being transmitted via  
facsimile to the Commissioner for Patents, P.O. Box 1450,  
Alexandria, VA 22313-1450, facsimile number (703) 872-9306  
on June 16, 2005.

By: 

Lourdes Peretz

TRANSMITTAL DOCUMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

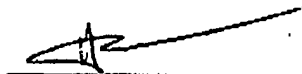
Sir:

ENCLOSED HEREWITH:

- Response to Office Action.

No fees are believed to be required. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 50-0510. No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to IBM Corporation Deposit Account No. 50-0510.

Respectfully submitted,



Wing Mok  
Registration No. 56,237  
AGENT FOR APPLICANTS

Duke W. Yee  
Registration No. 34,285  
ATTORNEY FOR APPLICANTS

YEE & ASSOCIATES, P.C.  
P.O. Box 802333  
Dallas, Texas 75380  
(972) 385-8777

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED  
CENTRAL FAX CENTER

JUN 16 2005

In re application: Liu et al.

Serial No.: 09/832,438

Filed: April 10, 2001

For: Apparatus and Methods for  
Maximizing Service-Level-Agreement  
Profits§  
§  
§  
§  
§  
§  
§  
§  
§

Group Art Unit: 3639

Examiner: Woo, Richard Sukyoon

Attorney Docket No.: YOR920010031US1

Certificate of Transmission Under 37 C.F.R. § 1.8(a)

I hereby certify this correspondence is being transmitted via facsimile to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, facsimile number (703) 872-9306, on June 16, 2005.

By: 

Lourdes Perez

RESPONSE TO OFFICE ACTION

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

No fees are believed to be required. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 50-0510. No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to IBM Corporation Deposit Account No. 50-0510.

In response to the Office Action dated March 30, 2005, please amend the above-identified application as follows:

**Listing of Claims** begins on page 2 of this paper.

**Remarks** begin on page 9 of this paper.